



CITY OF ST. CHARLES POSITION DESCRIPTION

Desk Receptionist-Police

Department: Police FLSA Status: Non- Exempt
Reports to: Records Manager Union: Non- Union
Positions supervised: None

POSITION DESCRIPTION OVERVIEW

Responsible for routine clerical functions including data entry, dissemination of reports and documents, and receptionist duties including routing of telephone calls and messages to appropriate personnel and receipt of ticket and utility payments.

ESSENTIAL JOB FUNCTIONS

1. Welcome citizens and visitors by greeting them, in person or on the telephone, and answering or referring inquiries;
2. Receive citizen complaints regarding City services and take appropriate action to initiate an efficient response.
3. Ability to answer a switchboard and respond to customer needs appropriately.
4. Utilize various department computer systems to input data, make database inquiries, and miscellaneous clerical functions.
5. Accept various cash payments and issue receipts.
6. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
7. Adhere to all departmental and City safety policies.

ADDITIONAL JOB FUNCTIONS

1. Disseminate reports and documents from Records.
2. Monitor department closed circuit television system.
3. Perform other duties as required or assigned.

BASIC REQUIREMENTS

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to understand complex instructions and procedures, and prioritize and complete assignments with little supervision and in compliance with department standards; ability to understand complex instructions and procedures and prioritize multiple assistance requests
2. Strong interpersonal communication skills for interaction with elected and appointed officials, co-workers, agencies and other governmental units, and the public under duress; able to maintain composure in stressful situations.
3. Ability to perform duties with initiative and good judgment and to use resourcefulness and tact in public contacts.
4. Ability to handle cash transactions with accuracy.
5. Knowledge of basic telephone etiquette and ability to operate a switchboard.
6. Ability to speak, write, and comprehend the English language.

EXPERIENCE AND EDUCATION

1. High school diploma or equivalent.
2. Minimum of one (1) year receptionist experience with general clerical experience.
3. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources
Desk Receptionist/Service Representative
5/14/03

Date